

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT
1-888-327-4236
www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 241

Date Received

16-FEB-2000

Oid_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

857067

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Listed at front of windshield or drivers side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1GCEC14Z0RZ170296	CHEVROLET TRU	1500	1994	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____	<input type="checkbox"/> Sport Ult <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input checked="" type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03213000	Part Name(s) BRAKES:HYDRAULIC:SWITCH:BRAKE LIGHT	Location	Failed Part(s)
		<input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	<input type="checkbox"/> Original <input type="checkbox"/> Replacement

No. of Failures	Date(s) of Failure(s) 26-NOV-1999 Mileage at Failure(s) 74000 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
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APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form.)

Crash	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

NHTSA DOES NOT SHOW A RECALL ON BRAKE PEDAL SWITCH/. CONSUMER STATED THAT MANUFACTURER'S RECALL NOTICE WAS RECEIVED, AND DEALER REFUSED TO HONOR IT BECAUSE THE WIRE TO THE BRAKE SWITCH WAS BURNED OUT. CONSUMER WILL SEND A COPY OF RECALL LETTER ATTACHED TO EVOQ FOR RETURN. *AK

CONTINUED ON BACK PLEASE

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

<p style="text-align: center;">DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONALWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline</p>	FOR AGENCY USE ONLY 241	
	Date Received: 16-FEB-2000 OFFICE: DEFECTS INVESTIGATION	Ord. or rt. dt. _____ od. rt. _____ up. tr. _____
OWNER INFORMATION (Type or Print)	Reference No. 857067	
[REDACTED]	591272	
Work Number _____ Home No. [REDACTED]		

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
 In the absence of your signature, your name and address to the vehicle manufacturer.
 Signature of Owner: [REDACTED] Date: **3/15/00**

VEHICLE INFORMATION					
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1GCEC14Z0RZ170296	Vehicle Make CHEVROLET TRU	Vehicle Model 1500	Vehicle Year 1994	Current Odometer Reading 71,397	
Purchase Date _____	Dealer's Name _____		Engine Size (CID/CC/L) 4.3	<input type="checkbox"/> Turbo Diesel	
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____		No. Cylinders 6	<input checked="" type="checkbox"/> Gas Fuel Injection	
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front Rear <input checked="" type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Ut <input type="checkbox"/> Van <input checked="" type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____
Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input checked="" type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____					

FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 03213000	Part Name(s) BRAKES:HYDRAULIC:SWITCH:BRAKE LIGHT	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures	Date(s) of Failure(s) 26-NOV-1999 Mileage at Failure(s) 74000 Vehicle Speed at Failure(s) 15 mph - City Traffic	Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No


APPLICATION INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage 0	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

NHTSA DOES NOT SHOW A RECALL ON BRAKE PEDAL SWITCH/. CONSUMER STATED THAT MANUFACTURER'S RECALL NOTICE WAS RECEIVED, AND DEALER REFUSED TO HONOR IT BECAUSE THE WIRE TO THE BRAKE SWITCH WAS BURNED OUT. CONSUMER WILL SEND A COPY OF RECALL LETTER ATTACHED TO EVOQ FOR RETURN. *AK

CONTINUE ON BACK IF NEEDED

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March 17, 2000

U.S. Department of Transportation
National Highway Traffic Safety Administration
Auto Safety Hotline, NEF-11 HL
400 7th Street, SW
Washington, DC 20590

Dear Sir:

On December 9, 1999, I made an appointment with NuCar Chevrolet Dealership in New Castle, Delaware, (302)-322-2438, to have a recall done on my Chevy Pickup truck (see attachment). I spoke with Andy Brander about the recall, and he said that it would not be a problem. I told him that I had a concern about the brake switch wiring. The wiring to the switch had burned together, and kept blowing the fuse. I was told that the wiring to the switch was not part of the recall; although to perform the recall, the wiring had to be cut and spliced.

I then called the General Motors Customer Assistance Center, 1-800-222-1020, and spoke to Sandy Miller. She told me that she would look into it. The next day, I received a call from the dealership. They told me that they would not do the recall because General Motors did not approve the repair of the wiring with the recall. Mr. Brander said that the wiring, even though it is part of the switch, is not covered by the recall. He also stated that my wiring looked funny, implying that I had tampered with it. This is not true, although I did pull the wires apart so that they could not make contact. I left the dealership feeling very dissatisfied and angry.

I hope that in writing this letter to you, General Motors will look into the matter. I am still driving the vehicle, and consequently blowing the brake light fuses every so often. I ask that the matter be looked into and solved as quickly as possible.

Sincerely,


05/19/99

Central Office
Chevrolet Motor Division
General Motors Corporation

100 Renaissance Center, P. O. Box 100, Detroit, MI 48265-1000



C98065-S
May, 1999

Dear Chevrolet Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Reason For This Recall: General Motors has decided that a defect which relates to motor vehicle safety exists in all 1994 Chevrolet C/K model vehicles. These vehicles were built with the polarity of the wiring for the zero adjust brake switch reversed from what was specified on the switch drawing. With the reversed polarity, the contacts in the brake switch can wear out prematurely. The brake switch will perform normally until the brake switch contacts wear out. When worn out, the contacts fail to close when the brake pedal is pressed. This results in the loss of the brake lamps without any warning to the driver, which could fail to warn a following driver that the vehicle is braking and could lead to a vehicle accident.

What Will Be Done: To prevent the possibility of this condition occurring, your Chevrolet dealer will replace the brake switch and reverse the wiring. This service will be performed for you at **no charge**.

How Long Will The Repair Take? The length of time required to perform this service correction is approximately 20 minutes. Additional time may be required to schedule and process your vehicle. If your dealer has a large number of vehicles awaiting service, this additional time may be significant. Please ask your dealer if you wish to know how much additional time will be needed.

Reimbursement: If you have already paid for some or all of the cost to have the brake switch repaired, you should contact your Chevrolet dealer to seek reimbursement. Please provide your dealer with your original paid receipts or invoices verifying the repair, the amount charged, proof of payment, the date of payment of those charges, and proof of ownership of the vehicle at the time of the repair.

For California, Connecticut, Virginia, and Wisconsin Residents: To seek reimbursement, write to Chevrolet Motor Division, Customer Assistance Center, PO Box 7047, Troy, MI 48007. Please provide your original paid receipts or invoices verifying the repair, the amount charged, proof of payment, the date of payment of those charges, and proof of ownership of the vehicle at the time of the repair.

Contacting Your Dealer: Please contact your Chevrolet dealer as soon as possible to arrange a service date. Parts are available and instructions for making this correction have been sent to your dealer. Please ask your dealer if you wish to know how much time will be needed to schedule, process and repair your vehicle. Your Chevrolet dealer is best equipped to obtain parts and provide services to correct your vehicle as promptly as possible. Should your dealer be unable to schedule a service date within a reasonable time, you should contact the Chevrolet Customer Assistance Center at 1-800-222-1020. The deaf, hearing impaired, or speech impaired should call 1-800-833-2438 (utilizes Telecommunication Devices for the Deaf/Text Telephones, TDD/TTY).

If, after contacting the Chevrolet Customer Assistance Center, you are still not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, DC 20590 or call 1-800-424-9393 (Washington, DC residents use 202-366-0123).

Customer Reply Card: The enclosed customer reply card identifies your vehicle. Presentation of this card to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the postage paid reply card and returning it to us.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Chevrolet Motor Division
General Motors Corporation

Enclosure



GM OWNER: Present this card to your GM dealer to help identify the correction required to your vehicle. PLEASE CHECK (X) THE APPROPRIATE BOX IF ANY OF THE CONDITIONS LISTED BELOW ARE APPLICABLE. SUPPLY THE INFORMATION REQUESTED AND RETURN IN THE ENVELOPE PROVIDED.

I have never owned this vehicle Vehicle damaged beyond repair Vehicle stolen and not recovered

Campaign Completed on Date ____/____/____ by Self Other Vehicle Sold/Traded/Returned to

00000113833

96 C-1

VEHICLE IDENTIFICATION NUMBER

ADDRESS

CITY

STATE

ZIP CODE

AREA CODE - PHONE NUMBER

OWNER'S SIGNATURE